

**Easterling, Deborah**

**From:** Easterling, Deborah  
**Sent:** Wednesday, January 29, 2020 12:56 PM  
**To:** r [redacted] n [redacted]  
**Subject:** RE: [External] Blue Granite Water Company

Dear Mr. Morris,

This is to acknowledge receipt of your Letter of Protest/Comments to the Public Service Commission of South Carolina. Your Letter of Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at [www.psc.sc.gov](http://www.psc.sc.gov).

- Docket No. 2019-290-WS - Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates

A Protestant is an individual objecting on the ground of private or public interest to the approval of an Application, Petition, Motion or other matters which the Commission may have under consideration. A Protestant may offer sworn testimony but cannot cross-examine witnesses offered by other parties.

According to the Commission's Rules of Practice and Procedure, filing a Protest does not make you a Party of Record. A Protestant desiring to become an Intervenor (i.e., a Party of Record) in a proceeding before the Commission may file a Petition for Intervention within the time prescribed by the Commission.

You can follow this Docket and other daily filings made at the Commission by subscribing to the Commission's Email Subscriptions at this link: <https://dms.psc.sc.gov/Web/Email>; or you can follow the individual Docket at the link listed below:

Docket No. 2019-290-WS - Application of Blue Granite Water Company for Approval to Adjust Rate Schedules and Increase Rates <https://dms.psc.sc.gov/Web/Dockets/Detail/117247>

Sincerely,

Deborah Easterling  
 Executive Assistant

**From:** DeSanty, Tricia <Tricia.DeSanty@psc.sc.gov>  
**Sent:** Wednesday, January 29, 2020 12:52 PM  
**To:** Easterling, Deborah <Deborah.Easterling@psc.sc.gov>  
**Subject:** FW: [External] Blue Granite Water Company

**From:** Rob [redacted]  
**Sent:** Wednesday, January 29, 2020 1:33 PM  
**To:** PSC\_Commissioner.Whitfield <[Commissioner.Whitfield@psc.sc.gov](mailto:Commissioner.Whitfield@psc.sc.gov)>  
**Subject:** [External] Blue Granite Water Company

Commissioner Whitfield,

I live in Lake Wylie, York County, South Carolina. I am writing to let you know of issues with Blue Granite Water Company (BGWC) and implore you to do your best to help reject or severely minimize any rate increases they request for the next several years. Except for 1-to-1 even increases for any actual purchase increase Rock Hill charges them for the water, BGWC should receive no rate increase, and especially must not be allowed to automatically increase rates annually as they want/have proposed to do. Here's why:

1) Many times, not always, they have provided poor customer service, especially in regards to failure to notify all affected customers, or incorrectly notifying unaffected customers, of system issues requiring water to be boiled for safety purposes. On at least three occasions in the past five years we were not notified and had to call in to inquire after hearing about it from neighbors -- *by this point we'd been consuming potentially unsafe water for hours*. Once their Customer Service representative told me they knew their notification system had issues and they apologized -- nice of that one person, but that doesn't resolve the overall issue. I will say, their community walk-ins are a good start to change and it helped me with one issue (see #2 below).

2) BGWC incorrectly billed me when they changed out my water meter for the new digital ones. Several other individuals reported the same thing happened to them during their meter change billing period. In my case, we were out of the country for 25 of the 40 days in the before/after meter change periods on the bill, yet our average daily usage went up and for the actual number of days we were at home was *3 to 4 multiples of the normal daily usage*. In addition, there 3 days of much reduced usage due to a system break and boil water advisory. BGWC's Customer Service/Billing Inquiries office failed to acknowledge this out-sized and very abnormal bill was in all likelihood incorrect, so I had to spend much time doing extensive research on my past usage, testing my system for leaks, checking the meter with the water turned on/off, and they even required me to have them come out and do a meter rate test. I had no plumbing leaks/issues, the new meter checked out - *nothing explained the anomaly!* Finally, when they had a community walk-in, one of their representatives took my documentation to the Billing office and I got an adjustment I was pleased with. They could have saved me and themselves much time and frustration by simply looking at the issue with a little common sense at the outset.

3) BGWC has taken excess profits through the years already instead of investing in maintenance and upgrade/expansion of the infrastructure to accommodate the old system and handle the known influx of new residents. They need to give some of that excess back now rather than seek the exorbitant 2020 rate increases they are after. Witness they forced a water usage reduction on us for several months threatening expensive lawn/landscaping, they had to build a line to purchase water from Charlotte, and there had to be a reduction/stoppage of new hook-ups in our area because they failed to plan for the growth even though they have access to county building/zoning proposals. They also have system issues several times each year requiring customers to boil water for days at a time, and again, their notifications are not always the best. I have lived in 11 different cities and have never experienced anything coming close to the number of breakages/Boil Water Advisories as BGWC has -- most places we never had any. I also have never had water be anywhere near as expensive as it is from BGWC.

Summing it up, BGWC provides poor customer service, commits billing errors and fails to assist in their resolution with customers, fails to maintain/plan the infrastructure, charges high rates, and then proposes to charge customers much higher rates in the future. Just say no!

Thanking you in advance for your work to hold BGWC rate down and hold them accountable.

Sincerely,

Robby Morris

**Latimer, Becky**

**From:** Latimer, Becky  
**Sent:** Wednesday, January 29, 2020 1:22 PM  
**To:** [REDACTED]  
**Subject:** 2019-290-WS

Dear Karen Springfield,

This is to acknowledge receipt of your Letter of Protest/Comments to the Public Service Commission of South Carolina. Your Letter of Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at [www.psc.sc.gov](http://www.psc.sc.gov).

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If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,  
Becky Latimer



\* Required Fields

Date: \* 1/28/20

Letter of Protest

Docket No. 2019-290-WS

Protestant Information:

Name \* Karen Springfield

Mailing Address:

City, State Zip \* Irmo, SC

Phone \*

E-mail

1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

Sewer customer of Blue Granite

2. Please give a concise statement of your protest. \* (This section must be completed. Attach additional information if necessary.)

Paying \$100 per month for sewer would be a hardship for my family. Blue Granite should not be permitted to pass their attorney fees and fines onto their customers.

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? \*

No

Signature Required:

Karen Springfield